User Guide

BT DIVERSE X10

Welcome…

to your BT Diverse X10 Digital Cordless Telephone

- The 255 entry directory makes it easy to store and dial your most frequently used names and numbers.

- Caller Display lets you see who's calling before you pick up the phone.

- Keep track of your calls with the 50 last number Calls list.

- Use the mobile SIM card copy feature to copy names and numbers to your phone's directory saving you the inconvenience of entering the details manually.

- Call Barring, bar up to 4 prefix numbers of your choice.

- Register and use up to 5 additional handsets with your BT Diverse X10 base.

- The handy keyguard lock prevents accidental dialling.

This User Guide provides you with all
the information you need to get the
most from your phone.

Before you make your first call you will
need to set up your phone. Follow the
simple instructions in 'Getting Started',
on the next few pages.

Need help?

If you have any problems setting up or using
your BT Diverse X10 please contact the Helpline
on **08702 403180**.

Alternatively, you may find the answer in 'Help'
at the back of this guide.

Got everything?

- BT Diverse X10 handset
- BT Diverse X10 base
- Mains power adaptor
- Telephone line cord
- Headset
- 2 x AAA rechargeable batteries
- Battery compartment cover
- Base plinth
- Belt clip
- 2 x Screws
- 2 x Wall plugs

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Getting started

WARNING
Do not place your BT Diverse X10 in the bathroom or other humid areas.

Handset range
The handset reception range from the base is up to 300m outdoors and up to 50m indoors, in ideal conditions.

IMPORTANT
The base station must be plugged into the mains power socket at all times.

Do not connect the telephone line until the handset is fully charged.

Which socket?

 Power socket

 Telephone line socket
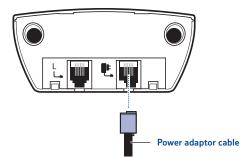
Location

You need to place your BT Diverse X10 close enough to the telephone and mains power sockets so that the cables will reach.
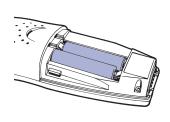
The strength of the handset signal depends on where you site the base. Putting it as high as possible can help to provide the best signal. Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Setting up the base

1. Plug the power adaptor cable into the back of the base. Plug the power adaptor into the mains wall socket and switch the power on. When the power is connected correctly, the red Power light on the base comes on.

Power adaptor cable

2. Install the 2 x AAA rechargeable batteries supplied. Then slide the battery compartment cover shut.

With batteries installed the display will show:


```
                          ▣
Handset 1
Menu              Dir
```

3. Before first use, you will need to charge the handset on the base for at least 16 hours. When charging the display shows a scrolling battery icon ▥.

Talk/Standby time
Under ideal conditions, the handset batteries should give about 10 hours talk time or 120 hours standby on a single charge. (The base power must be on at all times.)

Note that new batteries do not reach full capacity until they have been in normal use for several days.

Battery low warning
When the battery charge becomes low, the ▭ icon will flash in the display and you will hear a warning beep. You will need to recharge the handset before you can use it.

Recommended batteries
Never use non-rechargeable batteries. Only use NiMH rechargeable batteries with a minimum capacity of 550 mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

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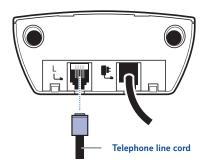
Battery performance
For best performance, leave the handset off the base for a few hours at a time. Running the batteries right down at least once a week will help them last as long as possible.

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. New batteries are available from the BT Helpline on **08702 403180**.

4. Connect the telephone line cord to the base and plug the other end into the wall socket.
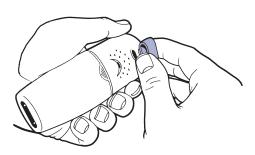
Ensure that each end of the line cord is fitted into the correct socket.

Telephone line cord

Your BT Diverse X10 is now ready for use.

Attaching the belt clip (optional)

If you want to use the belt clip with your handset, position it over the back of the handset, guide and push it into the slot provided and twist it clockwise until it is secure. See the illustration on the following page.

BT Diverse X10 additional handsets
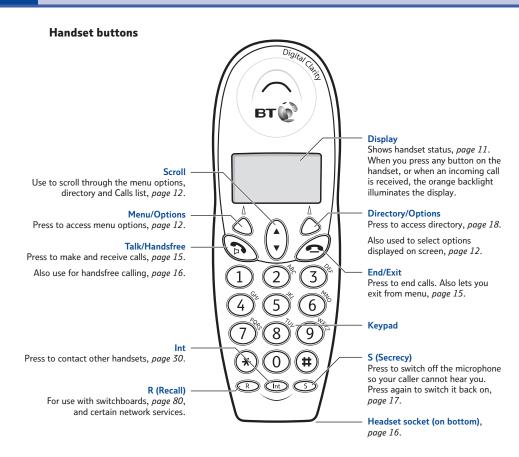
Any additional handsets you purchase will need to be individually registered to your BT Diverse X10 base before they will work. *See page 66.*

Your BT Diverse X10 handsets are the same, so instructions throughout this guide apply to both.
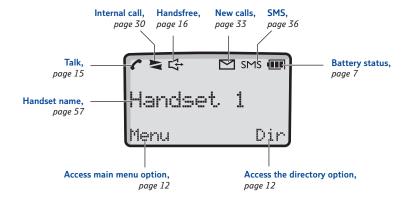
Handset numbers
Once registered with the base, each handset will display its handset number.

10 Getting to know your phone

Handset buttons

Scroll
Use to scroll through the menu options, directory and Calls list, *page 12*.

Menu/Options
Press to access menu options, *page 12*.

Talk/Handsfree
Press to make and receive calls, *page 15*.

Also use for handsfree calling, *page 16*.

Int
Press to contact other handsets, *page 30*.

R (Recall)
For use with switchboards, *page 80*, and certain network services.

Display
Shows handset status, *page 11*. When you press any button on the handset, or when an incoming call is received, the orange backlight illuminates the display.

Directory/Options
Press to access directory, *page 18*.

Also used to select options displayed on screen, *page 12*.

End/Exit
Press to end calls. Also lets you exit from menu, *page 15*.

Keypad

S (Secrecy)
Press to switch off the microphone so your caller cannot hear you. Press again to switch it back on, *page 17*.

Headset socket (on bottom), *page 16*.

Handset display icons – These are the symbols you will see on your handset's display.

Internal call, *page 30*   **Handsfree,** *page 16*   **New calls,** *page 33*   **SMS,** *page 36*

Talk, *page 15*

Handset name, *page 57*

Battery status, *page 7*

Handset 1

Menu   Dir

Access main menu option, *page 12*

Access the directory option, *page 12*

Talk
Steady to indicate a call in progress, *see page 15*.

Flashing to alert you to an incoming call or when you have put an external call on hold, *see page 15*.

Internal call
Indicates an internal call with another handset is being received/is in progress, *see page 30*.

Handsfree
Indicates handsfree operation, *see page 16*.

New calls indicator*
Flashes to indicate new calls in the calls list, *see page 33*.

SMS text messaging*
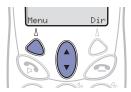Displayed when you have received new messages, *see page 36*.

Battery status
Flashes empty to indicate low battery.

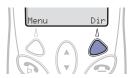Scrolls when handset is charging.

* For this features to work you must subscribe to your Network Provider's Caller Display service.

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Press the **Menu** option button to access the main menu.

Use the ▲ and ▼ buttons to navigate through menus and options.

Select the option displayed by pressing the button underneath it.

For example, select **Dir** by pressing the option button below it.

Navigating the menus

Your BT Diverse X10 handset has a menu system to guide you through the handset and base options. In most cases each menu has a list of available options. Have a look at the menu map on the following page.

When the handset is switched on and in standby:

1. Press **Menu** to open the main menu.

2. Use the ▲ and ▼ buttons to scroll through the menu items available.

3. When the menu item you want is displayed, select **OK** to view the options available for this menu.

Selecting options

The two option buttons are used to select the options shown in the bottom line of the display. The function of these buttons changes according to what you are doing.

Throughout this guide 'options' are shown in blue text.

eg. Press **OK**.

Exiting menus

Press **Back** at any time to go back to the previous
display screen.

Or
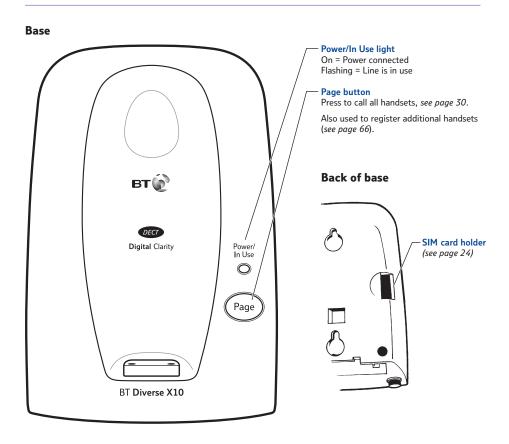
Press 📞 at any time to return to the idle display.

Menu map

SMS Text Messaging	**Calls List**	**Directory**	**Handset Settings**	**Base Settings**	**Registration**
Write Message	Call 1	'X' Entries	Ringer	Handset Priority	Register Handset
Inbox	Call 2 etc.		Key Beeps	Call Barring	De-register Handset
Drafts	to Call 50		Select Base	Recall Mode	
Outbox			Auto Talk	Dial Mode	
SMS Settings			Name Handset	Hold Music	
			Contrast	System PIN	

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Base

Power/In Use light
On = Power connected
Flashing = Line is in use

Page button
Press to call all handsets, *see page 30*.

Also used to register additional handsets
(*see page 66*).

DECT

Digital Clarity   Power/
In Use

Page

BT **Diverse X10**

Back of base

SIM card holder
(see page 24)

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Using the phone

Make an external call

1. Press 📞 , listen for the dial tone, then dial the number. The display shows the 📞 icon and External Call.

Preparatory dialling

1. Enter the number first. If you make a mistake, press **Clear** to delete.

2. Press 📞 to dial.

End a call

1. Press 📞 .

Receiving calls

The phone will ring and the 📞 icon will flash in the display. The red In use light on the base will flash.

1. Press 📞 to answer the call or, if the handset is on the base, simply lift it and speak.

If you have subscribed to your network's Caller Display service, the caller's number will be displayed. *See page 33 for more information.*

Dialling numbers quickly
Numbers can also be dialled using the directory (*page 20*), and from the Calls list (*page 33*).

Call timer
The duration of your call is shown in the display during the call and for a few seconds after you hang-up.

If you have stored a name for the calling number in your directory, then the caller's name will be displayed instead of their number. *See page 33 for more information.*

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Adjusting the loudspeaker volume
To adjust the loudspeaker volume
during a handsfree call, press ▲
to increase or ▼ to decrease the
volume. The volume level will be
displayed.

Adjusting the headset volume
During a call, press ▲ to increase
or ▼ to decrease the volume.

Earpiece volume

You can only adjust the earpiece volume during a call.
There are 4 volume levels to select from.

1. During a call, press ▲ to increase the volume, or press
   ▼ to decrease the volume.

Handsfree

Call handsfree to leave your hands free during a call or to
enable others nearby to hear the caller too.

1. Press 🔊.

2. Press 🔊 again. The ⇧ icon is displayed and the
   loudspeaker switched on.

3. Dial the number.

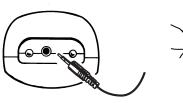4. Switch back to the handset by pressing 🔊 at any time.

Using the headset

1. Plug the headset into the socket on the bottom of
   the handset.

2. Place the foam pad over the earpiece for comfort and
   insert the earpiece gently into your ear until it feels
   secure.

When you press 🔘 you will hear the dial tone through the headset.

A clip is supplied on the headset so that you can clip the headset cord on to your clothing.

Redial

Your handset automatically saves the last 5 numbers you dialled into a redial list.

Each redial number can be up to 24 digits long.

1. Press ▲. The last number called is displayed.

2. Use ▲ or ▼ to scroll to the number you want to redial.

3. Press 🔘 to dial the number.

Secrecy

During a call, you can talk to someone nearby without your caller hearing you.

1. During your call, press ⊜. Secrecy On is displayed. Your caller cannot hear you now.

2. Press ⊜ again to resume your call.

Directory

You can store up to 255 names and numbers in the directory. You can enter up to 24 digits and up to 16 characters.

There are two ways to enter the directory:

You can either press **Dir**.

Or

Press **Menu** then press ▼ to scroll to Directory and then press **OK**.

The following instructions use the **Dir** button but the procedures are similar using either of the above options.

Exit at any time
Select **Back** to go back to the previous menu.

Or press 📞 to cancel and return the phone to standby.

Add a new directory entry

1. Press **Dir**.

2. Press **Option**. Display shows NEW ENTRY. Press **OK**.

3. Use the keypad to enter the name then press **Save**.

Entering names
For example, to enter the name TOM:

Press **8**, T is displayed.

Press **6** *three times* until the display shows O.

Then press **6** to display M.

4. Now enter the number and select **Save**. It's best to enter the full number, including the area code (see '*Caller Display*' on page 33). Entry Saved is displayed, and you will hear a confirmation tone.

5. Press **OK** to insert another directory entry. Or press 📞 to return to the standby.

Character map

Button	Character
1	, . ' ? - ! 1
2	A B C a b c 2
3	D E F d e f 3
4	G H I g h i 4
5	J K L j k l 5
6	M N O m n o 6
7	P Q R S p q r s 7
8	T U V t u v 8
9	W X Y Z w x y z 9
*	*
0	Blank 0
#	#

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Quick search a name
Enter the first letter of the name
you want e.g. for Emma, press
3 *twice* to search for names
beginning with E. Then scroll again
through the names beginning with
E using ▼ to select the name for
the required entry.

Insert a pause in a directory number

When entering the number, press *and hold* ✱ where you
require a pause. P appears in the display.

View/dial a directory number

1. Press **Dir**.

2. Press ▼ to scroll through the alphabetical list of names
   (or quick search) and select the one you want.

3. Press 📞. The number will be displayed and dialled.

   Or

   Press 📵 to return to the idle display.

Copy an entry to another handset

1. Press **Dir**.

2. Press ▼ to select the entry you want.

3. Press **Option**.

4. Press ▼ until COPY ENTRY is displayed.

5. Press **OK**.

6. Enter the required handset number before CALLING
   HS:X is displayed.

7. The handset receiving the directory will display ACCEPT
    DIR? NO/YES.

8. Press **Yes**. After a pause, COMPLETED is displayed and
    the handset returns to the idle display.

Copy the entire directory to another handset

1. Press **Dir**.

2. Press **Option**.

3. Press ▼ until COPY ALL is displayed.

4. Press **OK**.

5. Enter the required handset number before CONFIRM is
    displayed.

6. Press **OK**. CALLING HS:X is displayed.

7. The handset receiving the directory will display
    ACCEPT DIR? NO/YES.

8. Press **Yes**.

    After a pause, COMPLETED is displayed and the handset
    returns to the idle display.

Edit an entry

1. Press **Dir**.

2. Press ▼ to scroll to the entry you want.

3. Press **Option**.

4. Press ▼ until Edit Entry is displayed.

5. Press **OK**.

6. Press **Clear** and enter any changes to the name using the keypad.

7. Press **Save**.

8. Press **Clear** and enter any changes to the telephone number.

9. Press **Save**. Entry Saved is displayed and you will hear a confirmation tone.

10. Press 📞 to return to the idle display.

Delete an entry

1. Press **Dir**.

2. Press ▼ to scroll to the entry you want.

3. Press **Option**.

4. Press ▼ until Delete Entry is displayed.

5. Press **OK**. Entry Deleted is displayed and you will hear a confirmation tone.

6. Press 📞 to return to the idle display.

Delete the entire directory

1. Press **Dir**.

2. Press **Option**.

3. Press ▼ button until Delete All is displayed.

4. Press the **OK** options button. Delete All Entries? is displayed.

5. Press **OK** to confirm. All Entries Deleted is displayed and you will hear a confirmation tone. No Entries is then displayed.

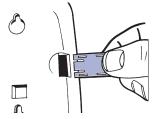6. Press 📞 to return to the idle display.

Diverse X10 SIM copy feature

This feature allows you to copy individual names and numbers from your mobile SIM card or to copy its entire contents, to your Diverse X10 directory. This saves you having to input all the details manually.

You can also copy from your Diverse X10 directory onto your mobile SIM card.

To use this feature, you will need to insert your mobile SIM card into the SIM card holder in the side of your Diverse X10 base.
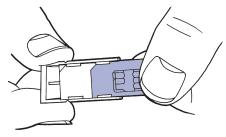
1. Pull out the SIM card holder as shown.

2. Turn the SIM holder over and insert your mobile SIM card with the metal contacts 'face up', so that you can see them.

The cut away corner in the holder indicates the correct way round to insert your SIM card.

3. Slide the SIM holder back into the slot in the base.

Copying an entry from your mobile SIM card to the directory

1. Press **Dir**.

2. Press **Option**.

3. Press ▼ until SIM Copy is displayed.

4. Press **OK**. You will be prompted to enter your SIM PIN if it is enabled.

5. Press **OK**. Please Wait… then SIM To Phone is displayed.

Problems copying?
If you try to copy your mobile SIM contents to the directory and no SIM card is inserted, or you have inserted the SIM card incorrectly No SIM Card Inserted will be displayed.

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6. Press **OK**. Please Wait... is displayed while your SIM
   card is accessed and then the first entry from your SIM
   card is displayed.

7. Press ▲ or ▼ to scroll to the entry you want to copy.

8. Press **Option**. Copy Entry is displayed.

9. Press **OK**. Copying Complete is displayed and you will
   hear a confirmation tone.

10. Press ☏ to return to the idle display.

Copying the entire contents of your mobile SIM card to the directory

1. Press **Dir**.

2. Press **Option**.

3. Press ▼ until SIM Copy is displayed.

4. Press **OK**. You will be prompted to enter your SIM PIN if it
   is enabled.

5. Press **OK**. Please Wait then SIM To Phone is displayed.

6. Press **OK**. Please Wait... is displayed while your SIM
   card is accessed and then the first entry from your SIM
   card is displayed.

Directory capacity
Your directory can only hold up to 255 names and numbers. If your SIM card contains more than 255 entries, you should select individual entries to copy over.

Directory numbers can be a maximum of 24 digits and directory names a maximum of 16 digits long. If you try to copy a name or number that exceeds this it may not be accepted.

7. Press **Option**. Copy Entry is displayed.

8. Press △ or ▽ until Copy All is displayed.

9. Press **OK**. Copy All? Confirm is displayed.

10. Press **OK**. Copying… is displayed.

When your SIM card contents have been successfully copied over, Copying Complete is displayed and you will hear a confirmation tone.

11. Press 🔌 to return to the idle display.

Copying an entry from your directory to your mobile SIM card

1. Press **Dir**.

2. Press **Option**.

3. Press ▽ until SIM Copy is displayed.

4. Press **OK**. You will be prompted to enter your SIM PIN if it is enabled.

5. Press **OK**.

6. Press △ or ▽ until Phone To SIM is displayed.

7. Press **OK**. Please wait….. is displayed.

Copy All
When you select Copy All all your current directory entries will be lost and replaced with the contents of the SIM.

Remember
Once copying is complete you should remove the SIM card from your Diverse X10 base and replace it in your mobile phone.

Problems copying?
If you try to copy your mobile SIM contents to the directory and no SIM card is inserted, or you have inserted the SIM card incorrectly No SIM Card Inserted will be displayed.

You may have local telephone numbers stored in the directory without the STD code. For mobile use, you will need to save the numbers with the full dialling code.

28   Directory

8. A list of all directory entries is displayed.

9. Press ▲ or ▼ to select the entry you want to copy.

10. Press **Option**.

11. Press ▲ or ▼ until Copy Entry is displayed.

12. Press **OK**. Copying Complete is displayed and you will hear a confirmation tone.

13. Press 📞 to return to the idle display.

Copying the entire contents from your directory to your mobile SIM card

WARNING
When you use 'copy all', your SIM card memory will be overwritten with the contents of the directory and any existing SIM entries will be deleted.

We recommend that you copy individual directory entries if you have numbers on your SIM card that you want to keep.

1. Press **Dir**.

2. Press **Option**.

3. Press ▼ until SIM Copy is displayed.

4. Press **OK.** You will be prompted to enter your SIM PIN if it is enabled.

5. Press **OK**. Please Wait then SIM To Phone is displayed.

6. Press **OK**. Please Wait… is displayed.
   A list of all directory entries is displayed.

7. Press **Option**.

8. Press ▲ or ▼ until Copy All is displayed.

9. Press **OK**. Copy All? Confirm will be displayed.

10. Press **OK** to confirm. Copying… is displayed.

    When your directory contents has been successfully
    copied over, Copying Complete is displayed and you
    will hear a confirmation tone.

11. Press 📞 to return to the idle display.

Remember
Once copying is complete you
should remove the SIM card from
your Diverse X10 base and replace
it in your mobile phone.

Paging and internal calls

Paging

Use page to alert handset users that they are wanted or to locate a missing handset.

1. Press Page on the base. All handsets registered to the base will ring. Paging Call is displayed on all handsets.

2. Press 📞 on the handset or Page on the base to stop the paging ring.

Internal calls (only if you have multiple handsets registered to the base)

With 2 handsets:

1. Press Int to call the other handset registered to the base.

2. The other handset will ring, the user can press 📞 to answer the internal call.

With 3 or more handsets:

1. Press Int.

2 Press the handset number you want to call (e.g. ③).

3. Handset 3 will ring and the user can press 📞 to answer the call.

4. Either handset user can press 📞 to end the internal call. The other handset will display End of Call.

If you only have one handset registered, you will hear an error tone if you press Int.

Transferring calls (only if you have multiple handsets registered to the base)

You can forward an external call to another handset registered to the base.

During an external call:

1. *With 2 handsets:*

   Press ⬤.

   Or, with 3 or more handsets:

   Press ⬤, then press the handset number you want to call (e.g. ③).

   The external caller is put on hold and they will hear musical tones. The called handset will ring.

2. When the internal handset answers you can either speak to them or put the call straight through by pressing ⬤.

   Or

   If the internal handset does not answer, press ⬤ to return to your external caller.

3-way calling

You can hold a three-way conversation between your
handset, an external caller and an internal caller.

1. During your external call, make an internal call to the
   handset you want (*see page 30*).

   To start the three way call:

2. Press **Menu**.

3. Press ▼ until 3 WAY CALL is displayed.

4. Press **Join**. You can now hold the three way conversation.

Caller Display and the calls list

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If you subscribe to a Caller Display service you can see your caller's number on the handset display before you answer the call.

If the caller's number exactly matches an entry stored in the directory, the name will be displayed as instead.

Whether you answer a call or not, the caller's details will be stored in the calls list.

Up to 50 phone numbers can be stored in the calls list. When the calls list is full, a new call replaces the oldest.

New entries in the calls list are indicated by the flashing ✉ icon.

When you have viewed all calls in the list the ✉ icon will disappear.

View/dial numbers in the calls list

1. Press **Menu**.

2. Press ▼ until Calls List is displayed.

3. Press **OK**. Call 1 is displayed, then the caller's number (or name if a name/number match is found in the directory) and date and time the call was received.

IMPORTANT
To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee is payable.

For more information on BT's Calling Features, call BT on Freefone 0800 **800 150**.

Remember the STD code
When storing numbers in the directory, always make sure you store the full telephone number, including the STD code, otherwise a name/number match will not be found.

Caller information not available
Occasionally the telephone number of the caller will not be displayed. This may be because the number has been withheld, is unavailable or is from an international number.

34   Caller Display and the calls list

4. Press ▼ to scroll through and display other calls in the calls list.

5. Press 📞 to dial a calls list number.

   Or

   Press ☎ to return to the idle display.

Copy a number from the calls list to the directory

1. Press **Menu**.

2. Press ▼ until Calls List is displayed.

3. Press **OK**.

4. Press ▼ until you reach the number you want to copy.

5. Press **Option**.

6. Press ▼ until Copy To Directory is displayed.

7. Press **OK**. Enter Name is displayed.

Entering names
See 'Entering names' and character map, *on page 19*.

8. Enter a name to go with the number.

9. Press **Save**. The number is displayed.

10. Press **Save** again if this number is correct. Entry Saved is displayed and you will hear a confirmation tone.

11. Press ☎ to return to the idle display.

Delete a call from the calls list

1. Press **Menu**.

2. Press ▼ until Calls List is displayed.

3. Press **OK**.

4. Press ▼ until you reach the number you want to delete.

5. Press **Option**. Delete Entry is displayed.

6. Press **OK**. The entry is automatically deleted and the
   display shows the next calls list entry.

7. Press 📞 to return to the idle display.

Delete the entire calls list

1. Press **Menu**.

2. Press ▼ until Calls List is displayed.

3. Press **OK**.

4. Press **Option**.

5. Press ▼ until Delete All Entries is displayed.

6. Press **OK**. Delete All Entries? is displayed.

7. Press **OK** to confirm. All Entries Deleted is displayed.

8. Press 📞 to return to the idle display.

SMS Messaging

SMS stands for **S**hort **M**essaging **S**ervice.

IMPORTANT
You must subscribe to your Network Provider's Caller Display Service so that you can use SMS text messaging. A quarterly fee may be payable, please contact your network provider for more details.

When you are using SMS text messaging you must not withhold your telephone number or the service will not allow you to connect. BT have prefixed the Service Centre 1 number with '1470', this will release your telephone number only to the SMS Provider, even if you normally have your number withheld.

Welcome to the SMS Text Messaging Service on your Diverse X10 product. The SMS Service is being provided by Bizzyline (Direct) Ltd. Terms and Conditions of this service are supplied at the end of this guide on *page 82*.

We recommend that you read these before you send your first SMS text message. By sending your first SMS text message you are agreeing to these Terms and Conditions.

Your Diverse X10 can send and receive messages to any mobile phone (national and international) and compatible landline telephones.

Each SMS text message sent is charged at 12 pence for the initial connection and then at local call rate thereafter (typical total cost per message sent is 12 pence including VAT). One SMS message is sent on each connection.

You will not be charged to receive SMS messages.

To register for the SMS text messaging service

By sending your first SMS text message you will have registered for SMS Service. On receipt of your first SMS, the service provider will send you an SMS message as confirmation and advise you that you are now able to send and receive text messages 24 hours a day.

Using SMS

Your Diverse X10 has 3 message boxes:

INBOX   For all incoming SMS messages.

OUTBOX   Where a copy of each message you have sent is stored. The OUTBOX can hold up to 5 messages.

DRAFTS   Where you can store a message that is not ready to send so that you can change or add to it later, before sending.

A total of 20 messages can be held between the INBOX and DRAFTS.

With SMS you can send and receive text messages up to 160 characters long on the landline network and up to 140 characters on the mobile network.

Character map

You can use all of the characters shown in the map below when writing a text message. With each successive press of the same button the next letter/symbol will appear. For example, if you press ❺ *once*, J will be displayed, if you press ❺ *twice*, K will be displayed and so on.

Button	Character
❶	, . ' ? - ! 1
❷	A B C a b c 2
❸	D E F d e f 3
❹	G H I g h i 4
❺	J K L j k l 5
❻	M N O m n o 6
❼	P Q R S p q r s 7
❽	T U V t u v 8
❾	W X Y Z w x y z 9
✱	*
⓿	Blank 0
#️	#

▲   Move backwards through the text.

▼   Move forwards through the text.

Write and send a message

At the idle display:

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**. Write Message is displayed.

3. Press **OK**. A cursor flashes prompting you to start keying in your message.

4. Use the keypad to write your message. Press **Clear** to delete any unwanted characters.

5. When you have written your message press **Option**. Send To is displayed.

If you want to send your message now:

6. Press **OK**. Enter Number is displayed.

7. Using the keypad, enter the landline or mobile number you want to send your message to.

8. Press **Send**. The display shows Sending Message… and then Message Sent.

Entering symbols
You can enter a symbol in the text field if you require, e.g. £.

Whilst entering the message, press the option button followed by the ▼ until Insert Symbol is displayed. Press OK. Use the ▼ or ▲ to scroll to the required symbol and press the Insert button.

Refer to the character map, page 38, if you need to.

A copy of each message you send is kept in the OUTBOX.

If you want to save the message to DRAFTS to send at a later time:

6. Press ▼ until the display shows Save.

7. Press **OK**. Message Saved is displayed and your message will be saved to DRAFTS.

Receiving an SMS message

You will not be charged to receive SMS messages.

When you receive an SMS message the display will show Receiving SMS and you will hear an audible alert.

The sms icon will be displayed to remind you that you have messages in your INBOX.

Delivery of SMS messages

The SMS service will attempt to deliver a message to you three times, but if your line is busy or otherwise unavailable and the message is undelivered it will be stored for a maximum of three days. After 3 days the message will be deleted from the server.

Please note
If you send an SMS message during the 3 days the server will attempt to deliver any waiting messages for you immediately following your connection. If you receive a new SMS within the 3 days, the server will attempt to deliver all of the messages waiting for you on the server together with the new message.

If you do not wish to receive SMS messages at a certain time of the day you can arrange for your SMS messages to be delivered between preferred 'Message Delivery' hours.

To arrange this facility please call 0911 023 5013 and leave a message, clearly stating:

- Your name.

- Your full telephone number, including dialling (STD) code, that your Diverse X10 is connected to.

- The *Start time* and the *end time* for your messages to be delivered (eg. start time: 9.00am, end time: 10.00pm).

  Your SMS account will be updated within the next 48 hours (Monday to Friday service).

Reading SMS messages

When you have received new SMS messages, the SMS icon appears and remains in the top right of the display.

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**.

3. Press ▼ until Inbox is displayed.

4. Press **OK**. The first SMS message is displayed.

5. Use ▲ and ▼ to scroll to the message you want to read.

6. Press **Read** to display the message.

IMPORTANT
If you have been sending and/or receiving SMS text messages and you then decide to unplug your Diverse X10 from the telephone line, cancel your Caller Display service, or move house, it is important that you contact your SMS Service Provider to ensure that your telephone number is deleted from the SMS server database.

For each message the display will show the sender's number and the time and date that the message was sent.

Inbox Empty will be displayed if you have no SMS messages.

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7. The beginning of the message is displayed, press ▼ to
   scroll through to the end of the message.

8. To return to INBOX, press **Back**.

   Reading messages stored in Outbox or Drafts

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**.

3. Press ▼ until either Outbox or Drafts is displayed.

4. Press **OK**. Details of the first SMS message are displayed.

5. Use ▲ and ▼ to scroll to the message that want to
   read.

6. Press **Read** to display the message.

7. The end of the message is displayed, press ▲ to read
   through to the beginning of the message.

8. To return to OUTBOX or DRAFTS, press **Back**.

Replying to a message

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**.

3. Press ▼ until Inbox is displayed.

4. Press **OK**. Details of the first SMS message are displayed.

5. Use ▲ and ▼ to scroll to the message you want to reply to.

6. Press **Read**.

7. Press **Option**.

8. Press ▼ until Reply is displayed.

9. Press **OK**.

10. Use the keypad to write your message.

11. When you have written your message, press **Option**. Send To is displayed.

12. Press **OK**. The number of the person who sent you the message is displayed.

13. Press **Send** to send your reply.

Refer to the character map on *page 38* if you need to.

Press **Clear** to delete any unwanted characters.

Forwarding a message from Inbox or Outbox

You can send a message that you have received in your INBOX to another person.

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**.

3. Press ▼ until Inbox is displayed.

4. Press **OK**. Details of the first SMS message are displayed.

5. Press ▲ and ▼ to scroll to the message you want to forward.

6. Press **Read**.

7. Press **Option**.

8. Press ▼ until Forward is displayed.

9. Press **OK**. The message you want to forward is displayed.

10. Send the message as it is, or if required, add more to the message using the keypad.

11. Press **Option** to send the message. Send To is displayed.

12. Press **OK**. Enter Number is displayed.

13. Enter the landline or mobile number.

14. Press **Send**. The display shows Sending Message… and then Message Sent.

Editing and sending a message in Drafts

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**.

3. Press ▼ until Drafts is displayed.

4. Press **OK**. Details of the first SMS message are displayed.

5. Use ▲ and ▼ to scroll to the message you want to edit.

6. Press **Read**. The contents of the message is displayed.

7. Edit the message, using ▲ and ▼ to scroll through the message and add or delete characters using the keypad.

8. Press **Option**. Send To is displayed.

9. Press **OK**. Enter Number is displayed.

10. Enter the landline or mobile number.

11. Press **Send**. The display shows Sending Message… and then Message Sent.

Refer to the character map on *page 38* if you need to.

Press **Clear** to delete any unwanted characters.

Saving an SMS senders phone number to the directory

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**.

3. Press ▼ until Inbox is displayed.

4. Press **OK**.

5. Use ▲ and ▼ to scroll to the number you want to save.

6. Press **Read**.

7. Press **Option**.

8. Press ▼ until the display shows Save number.

9. Press **OK**.

10. Using the keypad, enter the name of the person who sent you the message.

11. Press **Save** options.

12. Enter the phone number of the person who sent you the message.

13. Press **Save**. Entry Saved is displayed.

Deleting individual messages

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**.

3. Press ▼ to select Inbox, Outbox or Drafts.

4. Press **OK**.

5. Use ▲ and ▼ to scroll to the message you want to delete.

6. Press **Read**.

7. Press **Option**.

8. Press ▼ until the display shows Delete.

9. Press **OK** and the message will be deleted.

   If you have only one message in Inbox, Outbox or Drafts and you choose to delete it, the display will then show that there are no more messages e.g. Inbox Empty.

Deleting all messages in the Inbox, Outbox or Drafts

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**.

3. Press ▼ to select Inbox, Outbox or Drafts.

4. Press **OK**.

5. Press ▲ and ▼ to select any message.

6. Press **Read**.

7. Press **Option**.

8. Press ▼ until the display shows Delete all.

9. Press **OK**. Delete all Entries? is displayed.

10. Press **OK** to confirm.

SMS Service Centre numbers

To be able to send and receive SMS text messages you
need the telephone numbers of your SMS Service Provider's
Service Centre. The Bizzyline (Direct) Ltd. numbers have
been pre-stored on your Diverse X10.

The pre-set number settings are:

Sending Telephone Number
1470P0911 023 5029

Receiving Telephone Number
0161 274 5990

Changing the SMS Service Centre numbers

If you decide to change to another SMS Service Provider you will need to change the SMS Service Centre numbers for sending and receiving.

Make sure that you fully understand the special features and services offered by the SMS Service Provider before you decide to change the pre-set numbers.

1. Press **Menu**. SMS Text Messaging is displayed.

2. Press **OK**.

3. Press ▼ until the display shows SMS Settings.

4. Press **OK**.

5. Press ▲ and ▼ to select either Receiving Service Centres or Sending Service Centres.

6. Press **OK**. Receive 1 (or Send 1) is displayed.

7. Press **OK**. Enter Name, Receive 1 is displayed.

Please note
'1470' and 'P' for pause, ensures that your Caller Display information is released to the server for sending SMS messages.

Please note
If you decide to use another SMS Service Provider, you will need to change both your 'SMS Sending' and 'SMS Receiving' numbers.

Use ▲ and ▼ to move backwards and forwards through the digits.

Press **Clear** to delete unwanted digits.

You will not be charged to receive SMS messages.

8. Enter a name for your Receive (or Send) Service Centre Provider, using the keypad. Or, follow the next step if you do not want to enter a name.

9. Press Save. The display will show your current SMS service provider's number.

10. Enter the new Receive (or Send) Service Centre number using the keypad.

11. Press **Save**. Entry Saved is displayed.

Sending SMS messages from mobile phones

Your Diverse X10 can receive messages from *any* mobile phone and network (both national and international) provided that the sender uses the following instructions and that their mobile phone has the SMS text messaging feature.

Replying to a Diverse X10 SMS message from a mobile phone

On the mobile phone:

1. Select Reply.

2. Anywhere within the text of the message, enter the landline telephone number for the Diverse X10 between '#' symbols.

For example, if your landline telephone number is: 021 212 1212, the person sending you a text message could write:

#021 212 1212#
Thanks 4 your message,
See you at the party 18r.

Sending a new message to a Diverse X10 from a mobile phone

On the mobile phone:

1. Write the text message as normal. Anywhere within the text enter the landline telephone number of the Diverse X10 between '#' symbols.

   For example, if your landline telephone number is: 021 212 1212, the person sending you a text message could write:

   Are you free 2moro?
   #021 212 1212#
   John

2. Then send the message to 07786 20 10 10.

Remember
You must tell anyone wanting to send you an SMS text message from their mobile phone to enter your telephone number between '#' symbols anywhere in the text of the message to ensure that you receive the message at your Diverse X10 handset.

Please note
Mobile users are advised to store the 'Mobile Number' 07786 201010 in their mobile phone directory. Messages for all customers who have a landline product with SMS capability will use this mobile number.

Handset settings

You can choose a range of settings to suit your personal preferences.

Ringer melody and volume

You have a choice of 10 melodies and 5 volume levels. You can change the external ringer (ring for an external incoming call) or the internal ringer (ring for an internal call).

Change the external ringer melody

The default setting is 1.

1. Press **Menu**.

2. Press ▼ until Handset Settings is displayed.

3. Press **OK**. Ringer is displayed.

4. Press **OK**. External is displayed.

5. Press **OK**. Change Melody is displayed.

6. Press **OK**. The current melody is displayed and played.

7. Press ▲ or ▼ to change the melody.

8. Press **Save** when you hear the melody you want. A confirmation tone is heard.

9. Press 📞 button to return to the idle display.

Change the external ringer volume

1. Press **Menu**.

2. Press ▼ until Handset Settings is displayed.

3. Press **OK**. Ringer is displayed.

4. Press **OK**. External is displayed.

5. Press **OK**. Change Melody is displayed.

6. Press ▼ to display Change Volume.

7. Press **OK**. The current volume is displayed and played.

8. Press ▲ or ▼ to change the volume. Choose from Off, Low, Medium, High and Progressive (where the volume gets progressively louder on each ring).

9. Press **Save** when you hear the volume you want. A confirmation tone is heard.

10. Press 📞 button to return to the idle display.

The default setting is High.

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Change the internal ringer melody

The default setting is 1.

1. Press **Menu**.

2. Press ▼ until Handset Settings is displayed.

3. Press **OK**. Ringer is displayed.

4. Press **OK**. External is displayed.

5. Press ▼ to display Internal.

6. Press **OK**. Change Melody is displayed.

7. Press **OK**. The current melody is displayed and played.

8. Press ▲ or ▼ to change the melody.

9. Press **Save** when you hear the melody you want.
   A confirmation tone is heard.

10. Press 📞 button to return to the idle display.

Change the internal ringer volume

The default setting is High.

1. Press **Menu**.

2. Press ▼ until Handset Settings is displayed.

3. Press **OK**. Ringer is displayed.

4. Press **OK**. External is displayed.

5. Press ▼ to display Internal.

6. Press **OK**. Change Melody is displayed.

7. Press ▼ to display Change Volume.

8. Press **OK**. The current volume is displayed and played.

9. Press ▲ or ▼ to change the volume. Choose from Off, Low, Medium, High and Progressive (where the volume gets progressively louder on each ring).

10. Press **Save** when you hear the volume you want. A confirmation tone is heard.

11. Press ☏ button to return to the idle display.

Switch handset key beeps on/off

1. Press **Menu**.

2. Press ▼ until Handset Settings is displayed.

3. Press **OK**.

4. Press ▼ until Key Beeps is displayed.

5. Press **OK**. Beep On is displayed.

6. Press ▲ or ▼ to select either Beep On or Beep Off.

7. Press **Save**. You will hear a confirmation tone.

8. Press ☏ to return to the idle display.

The default setting is ON.

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Selecting a base

If you are only registered to one base and you try to select another base you will hear an error tone.

You can register your BT Diverse X10 handset to 4 bases. If registered to more than one base, you can select which base to use.

1. Press **Menu**.

2. Press ▼ until Handset Settings is displayed.

3. Press **OK**.

4. Press ▼ until Select Base is displayed.

5. Press **OK**. Your current base selection is displayed, e.g. Base 1.

Please note
If Auto is selected the handset will automatically link to another base with a strong signal if the signal it is currently receiving from its present base becomes very poor.

6. Press ▼ to select one of the other base stations (1, 2, 3, 4, AUTO).

7. Press **OK**. Your handset begins to search for the base, Searching is displayed.

Switch auto talk on/off

The default setting is ON.

When you receive a call, you can answer it by lifting the handset off the base. This is called auto talk. When you switch auto talk off, all calls must be answered by pressing 📞.

1. Press **Menu**.

2. Press ▼ until Handset Settings is displayed.

3. Press **OK**.

4. Press ▼ until Auto Talk is displayed.

5. Press **OK**. Autotalk On is displayed.

6. Press ▲ or ▼ to select either Autotalk On or Autotalk Off.

7. Press **Save**. You will hear a confirmation tone.

8. Press 📞 to return to the idle display.

Naming a handset

Each handset is assigned a number. You can give the handset a name instead of a number to match the user or location e.g. Anne or office.

The name can be up to 7 characters long.

1. Press **Menu**.

2. Press ▼ until Handset Settings is displayed.

3. Press **OK**.

4. Press ▼ until Name Handset is displayed.

5. Press **OK**. Enter Name is displayed.

6. Enter a name using the keypad.

7. Press **Save**. You will hear a confirmation tone.

8. Press to return to the idle display.

   The new handset name will replace the handset number in the display.

Display contrast

You can lighten or darken the contrast of the handset display to compensate for the amount of light in the room.

You have a choice of 10 contrasts.

1. Press **Menu**.

2. Press ▼ until Handset Settings is displayed.

3. Press **OK**.

4. Press ▼ until Contrast is displayed.

5. Press **OK**.

6. Press ▲ or ▼ to scroll through the different contrasts.

7. Press **Save** to select the displayed contrast. You will hear a confirmation tone.

8. Press to return to the idle display.

Keyguard lock on/off

You can lock the keypad so that it cannot be used accidentally while carrying the handset around.

Switch keyguard on:

1. Press **Menu**.

2. Press ✱. Keyguard On is displayed.

Switch keyguard off:

1. Press **Unlock**.

2. Press ✱. The display returns to the idle screen.

Reset the handset

You can reset a handset to its default settings. Registration, the directory and the Calls list are not affected.

1. Press *and hold* ⬤ for ten seconds. You will hear a beep and Reset Handset is displayed.

2. Press **Yes**. Handset Reset Complete is displayed and you will hear a confirmation tone.

IMPORTANT
If the keyguard is switched on, it is **NOT** possible to make calls, including to emergency numbers (999/112).

The settings after a reset will be:

External ringer melody:	**1**
External ringer volume:	**High**
Internal ringer melody:	**1**
Internal ringer volume:	**High**
Key beeps:	**On**
Auto talk:	**On**

Base station settings

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System PIN

PIN stands for **P**ersonal **I**dentification **N**umber.

Your System PIN has a default setting of **0000** but you may want to change this to prevent unauthorised changes to your handset and base settings.

To change the System PIN

IMPORTANT
If you change your PIN you should keep a record of the new number somewhere safe.

1. Press **Menu**.

2. Press ▼ until Base Settings is displayed.

3. Press **OK**.

4. Press ▼ until System PIN is displayed.

5. Press **OK**. Enter System PIN is displayed.

6. Enter your old 4 digit PIN (factory setting **0000**).

7. Press **OK**. Enter New System PIN is displayed.

8. Enter your new 4 digit PIN.

9. Press **OK**. Confirm New System PIN? is displayed.

10. Enter your new 4 digit PIN again.

11. Press **OK**. System PIN Changed is displayed and you will hear a confirmation tone.

12. Press 📞 to return to the idle display.

Handset priority

All handsets registered to the base will ring whenever there is an incoming call unless handset priority has been activated.

This feature allows an incoming call to ring a selected handset first, then after a specified number of rings, all other handsets will commence ringing.

1. Press **Menu**.

2. Press ▼ until Base Settings is displayed.

3. Press **OK**. Handset Priority is displayed.

4. Press **OK**.

5. Use ▲ or ▼ to select the option you require.

6. If you selected Priority Off press **Save**. Then press 📞 to return to the idle display.

   Or

   If you selected Priority 1 to Priority 6 press **OK** .

7. Ring Delay X is displayed. (Where 'X' is the selected ring delay.)

8. Press ▲ or ▼ to select the required delay before the other handsets start to ring.

Priority options
PRIORITY OFF – All handsets will ring immediately.

PRIORITY 1 – Handset 1 will have ringing priority.

Through to…

PRIORITY 6 – Handset 6 will have ringing priority.

The display will only offer you handset priority for the handsets that are registered to your base.

Ring delay options
RING DELAY 2 through to RING DELAY 9.

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9. Press **Save**. You will hear a confirmation tone.

10. Press ⤷ to return to the idle display.

Call barring

You can prevent certain numbers being dialled from the handsets registered to your base.

You can do this by setting call barring prefixes.
Up to 4 prefixes that can be stored.

When a handset attempts to dial a number that is barred the display will show `CALL BARRED`.

An example of how barring operates is as follows:

- Storing 0800 as a prefix will prevent any handset from dialling a number beginning with 0800.

- Storing 0XXX as a prefix will prevent any handset from dialling a number beginning with 0.

- Storing XXXX as a prefix will prevent any handset from making any outgoing call.

Store a call barring prefix

1. Press **Menu**.

2. Press ▼ until `Base Settings` is displayed.

3, Press **OK**.

4. Press ▼ until `Call Barring` is displayed.

5. Press **OK**. `Enter System PIN` is displayed.

Press **Clear** if you enter a digit incorrectly.

6. Enter your system PIN (factory setting **0000**).

7. Press **OK**. `Call Bar 1: XXXX` is displayed.

8. Use ▼ to select a memory location to store your
    barred prefix.

9. Press **Option**.

10. Press ▼ until Edit is displayed.

11. Press **OK**.

12. Enter the 4 digit prefix that you want to bar.

13. Press **Save**. Call barring will automatically switch on.
    You will hear a confirmation tone and the display will
    show, e.g.

    Call Bar 1
    0800
    On

14. Press ☎ to return to the idle display.

Turn call barring off

1. Press **Menu**.

2. Press ▼ until Base Settings is displayed.

3. Press **OK**.

4. Press ▼ until Call Barring is displayed.

5. Press **OK**. Enter System PIN is displayed.

6. Enter your system PIN (factory setting **0000**).

7. Press **OK**. Call Bar 1: XXXX is displayed. (Where XXXX is your chosen prefix.)

8. Press ▼ to select the call bar prefix you want.

9. Press **Option**. Barring On is displayed.

10. Press ▼ until Barring Off is displayed.

11. Press the **OK** options button. A confirmation tone will be heard and the display will show, e.g.

   Call Bar 1
   0800
   Off

12. Press 📞 to return to the idle display.

Delete a call bar prefix

1. Press **Menu**.

2. Press ▼ until Base Settings is displayed.

3, Press **OK**.

4. Press ▼ until Call Barring is displayed.

5. Press **OK**. Enter System PIN is displayed.

6. Enter your system PIN (factory setting **0000**).

7. Press **OK**. Call Bar 1: XXXX is displayed.
   (Where XXXX is your chosen prefix.)

8. Press ▼ to select the prefix you want to delete.

9. Press **Option**.

10. Press ▼ until Clear Prefix is displayed.

11. Press **OK**. You will hear a confirmation tone.

12. Press ✏ to return to the idle display.

To switch hold music on/off

When an external call is placed on hold, you can choose whether your caller hears music or not.

The default setting is ON.

1. Press **Menu**.

2. Press ▼ until Base Settings is displayed.

3, Press **OK**.

4. Press ▼ until Hold Music is displayed.

5. Press **OK**.

6. Press ▼ to select Music On or Music Off.

7. Press **Save**. A confirmation tone is heard.

8. Press ✏ to return to the idle display.

66 Using additional handsets and bases

Up to six handsets can be registered and operated from the BT Diverse X10 base.

Each handset can be registered on up to four bases.

Registering additional handsets

If you purchase new handsets to use with your BT Diverse X10 they must be registered to the base before you can use them.

Once the battery has been inserted and the cover replaced the display will show:

`Register?`
`Menu Yes`

1. Press **Yes**.

2. Choose the base number you want to register to, e.g. press ❶ to register to base station 1.

3. Press **OK**. `Enter System PIN` is displayed.

4. Enter the PIN number (factory setting **0000**).

5. Press **OK**. `Press Page On The Base` is displayed.

6. On the base, press *and hold* 🔘 until the Power/In Use light starts to flash. `Searching` is displayed on the handset.

   `Found Base` is displayed when registration is complete.

The next available internal number (2-6) will be assigned
and shown in the handset display.

To register a Diverse X10 handset to another base

On the handset:

1. Press **Menu**.

2. Press ▼ until Registration is displayed.

3. Press **OK**. Register Handset is displayed.

4. Press **OK**. Base - 1234? is displayed.

5. Press either ❶, ❷, ❸ or ❹ to select which base
   station you want to register to.

6. Press **OK**. System PIN? is displayed.

7. Enter the 4 digit PIN of the base station you want to
   register to.

8. Press **OK**. Press Page On The Base is displayed.

9. Put your base in registration mode by following the
   instructions in its user guide.

   Searching is displayed on the handset.

   Found Base is displayed when registration is complete.

To register other GAP handsets to your Diverse X10 base

Providing your handset is GAP (Generic Access Profile) compliant, you can register it to your Diverse X10 base.

1. Put your handset in registration mode according to the instructions in its user guide.

2. Press *and hold* Page on the Diverse X10 base until the Power/In Use light flashes.

   After a short period the handset will be registered.

   The handset will be allocated the next available internal number.

To de-register a handset from a base

1. Press **Menu**.

2. Press ▼ until Registration is displayed.

3. Press **OK**. Register Handset is displayed.

4. Press ▼. Deregister Handset is displayed.

5. Press **OK**. Please Wait flashes in the display. System PIN is then displayed.

6. Enter the 4 digit PIN number of the base you want to de-register from.

7. Press **OK**. Handset 1 is displayed.

8. Press ▼ until the required handset number to be de-registered is displayed.

9. Press **OK**. Display shows Handset X Removed. You will hear a tone to confirm the handset is de-registered.

Help

BT Helpline
08702 403180

Call the dedicated BT Helpline:

■ if you are having difficulties using your BT Diverse X10

■ if you need replacement batteries or mains power lead

Lines open 9am – 5.30pm, Monday to Friday

Many common problems are caused by the telephone and power cables being incorrectly connected, not connected at all, or the power being turned off.

Please check that your BT Diverse has been correctly set up, *see page 6*, before ringing the BT Helpline.

Phone

No display

■ The batteries may be flat or dead. Recharge or replace the batteries, *see page 7*.

No connection between handset and base station

■ Are you out of range of the base station? Move closer to the base station.

■ Handset is not registered. Register the handset, *see page 66.*

■ The batteries could be low or flat. Recharge or replace the batteries.

Handset on the base does not charge

- Is another handset using the line for a long time? Maximum charging power is only possible when no calls are being made.

- Is the handset placed on the base properly? When the handset is placed on the base correctly, you will hear a confirmation tone.

- Are the batteries installed correctly? Check that you have installed the batteries the right way round.

Handset does not ring

- The handset ringer may be switched off. *See page 53 and 54* for how to set the internal and external handset ringer volumes.

Buzzing noise on my radio, TV, computer or hearing aid

- Sometimes your phone can interfere with other electrical equipment if it is placed too close. We recommend that you place your BT Diverse X10 at least one metre away from such appliances to avoid any risk of interference.

72   Help

Your caller cannot hear you

■ Secrecy is switched on. Press ⬭ to speak to your caller again.

Nothing happens when you press any button

■ Keyguard may be switched on. Press **Menu**, followed by ✱ to switch the keyguard off.

Caller's number is not displayed even though you have subscribed to a Caller Display service.

■ The number has been withheld by the caller, is unavailable or is an international call.

Handset not registering

■ The base is not powered. Make sure that the power supply is plugged in at the base and switched on.

■ There are no batteries in the handset. Make sure that the rechargeable batteries (included) are fitted in the handset correctly.

If you have changed the PIN and cannot remember the number you will need to contact the BT Helpline on 08702 403180.

■ You have forgotten your base station PIN number. You have changed the PIN. Try entering the default PIN (0000).

You cannot dial certain external numbers.

■ Call barring may be set. To switch off call barring, *see page 63*.

You keep hearing an error beep.

■ You have pressed the wrong button in a sequence. Check the prompts in the display or refer to instructions in the user guide.

General information

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Hearing aid?
Please note that the BT Diverse X10 works by sending radio signals between the base and handset.

These signals may interfere with some hearing aids, causing a humming noise.

IMPORTANT
This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

Safety

General

■ Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The power supply number for the mains unit is 3515–0930-4DC.

■ For the handset use only AAA Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 550 mAh. Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.

■ If the keyguard is switched on, it is *not* possible to make calls, including emergency numbers (999/112).

■ Do not open the handset or base (other than to change batteries). This could expose you to high voltages or other risks. Contact the helpline for all repairs.

- It is recommended that advice from a qualified medical expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.

- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

76   General information

Environmental

- Do not expose to direct sunlight.

- The handset may become warm when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

- Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.

- Do not expose your product to fire, explosive or other hazardous conditions.

- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Guarantee

Your BT Diverse X10 digital cordless telephone is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Diverse X10, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship of materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

■ The guarantee shall only apply to defects that occur within the 12 month guarantee period.

■ Proof of purchase is required.

■ The equipment is returned to BT or its agent as instructed.

■ This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

■ This guarantee does not affect your statutory rights.

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your base PIN here:

[/   /   /   ]

(see *page 60* for more information)

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning it, please read the 'Help' section beginning on page xx, or contact the BT Helpline on 08702 403180, 9am–5.30pm, Monday to Friday.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connections to the telephone network. We recommend that you call the BT Helpline on 08702 403180 and ask for details of our recommended repair agents.

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your BT Diverse has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring.With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

R&TTE

This product is intended for use within the UK for connection to public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your network service provider.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

In demonstration with the Essential Requirement for efficient use of the radio spectrum, the product complies with EN301 406. For a copy of the Declaration of Conformity please contact the BT Helpline on 08702 403180.

$C \epsilon$

Changing the recall mode

The ⬤ (Recall) button is used when connected to
certain switchboards, e.g. to transfer calls, and for some
BT Calling Features or those services available via your
network provider.

1. Press **Menu**, then press ▼ until Base Settings is
   displayed. Press **OK**.

2. Press ▼ until Recall Mode is displayed, then press **OK**.
   Timed Break is displayed.

3. Press ▼ to select the required recall mode: Timed Break
   or Earth. Press **Save**.

4. Press ✆ to return to the idle display.

Changing the dialling mode

Your BT Diverse X10 is set to tone dialling. If required
you can switch it to pulse dialling.

1. Press **Menu**, then press ▼ until Base Settings is
   displayed. Press **OK**.

2. Press ▼ until Dial Mode is displayed, then press **OK**.
   Tone Dial is displayed.

3. Press ▼ to select the required dialling mode:
   Tone Dial or Pulse Dial. Press **Save**.

4. Press ✆ to return to the idle display.

Wall mounting

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If you wish to wall mount your BT Diverse X10, follow these instructions.

1. Switch the power adaptor off at the mains and remove the adaptor plug from its socket.

2. Drill two holes 30mm deep using a 5.5mm drill, 75mm apart to take the wall plugs.

3. Put wall plugs into the drill holes and then insert both screws.

   Leave 2–3mm between the screw head and the wall. You are now able to mount the base to the wall.

4. Hang the base onto the two screws. If necessary, tighten or loosen the screws for the best fit.

5. Put the handset back in the base and reconnect the power at the wall socket.

IMPORTANT
Make sure that you are not drilling into any hidden wiring and check that the power cable will reach from the mains socket to the base.

SMS Service Conditions

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SMS service conditions for Bizzyline (Direct) Ltd., Issue 1, 5 July 2001

IMPORTANT
You must read the following Conditions before you register for SMS Service, by registering you have accepted these conditions.

1.   INTERPRETATION

In this Contract:

"**Authorised User**" means anyone the Customer allows to use the Service.

"**Bizzyline**" means Bizzyline (Direct) Ltd. of Warford Hall, Merrymans Lane, Great Warford, Alderley Edge, Cheshire. SK9 7TP. Registered in England No. 3308270.

"**BT**" means British Telecommunications plc of 81 Newgate Street, London, EC1A 7AJ registered in England No. 1800000.

"**Code of Conduct**" means the guidelines regarding the use of SMS issued by Bizzyline for the protection of the Customer and other users of the Service.

"**Contract**" means, in order of precedence, these Conditions and Registration by sending the first SMS message.

"**Customer**" means the person using the service.

"**Helpdesk**" means the helpdesk facility provided by BT to handle enquiries and administration for the Service.

"**Service**" means the SMS service and any other related or ancillary services provided by Bizzyline in conjunction with BT.

"**Software**" means any software provided by BT to enable the Customer to access or use the Service.

2.   DURATION

This Contract begins on the date that the Customer registers for service by sending their first SMS message and will continue until terminated in accordance with this Contract.

3.   PROVISION OF THE SERVICE

3.1 Bizzyline will provide the Customer with the Service on the terms of this Contract.

3.2 Bizzyline will use reasonable endeavours to provide the Service by any date agreed with the Customer but all dates are estimates and Bizzyline has no liability for any failure to meet any date.

3.3 Bizzyline will provide the Service with the reasonable skill and care of a competent service provider.

3.4 It is technically impracticable to provide a fault free Service and Bizzyline does not undertake to do so. Bizzyline will however repair any reported faults as soon as it reasonably can.

3.5 Bizzyline cannot be held accountable for loss of service caused by faults, maintenance or other issues on the mobile networks which are outside of Bizzyline's direct control.

3.6 Occasionally Bizzyline may:

(a) change the technical specification of the Service, provided that any change to the technical specification does not materially affect the performance of the Service;

(b) suspend the Service for operational reasons such as repair, maintenance or improvement of the

Service or because of an emergency. Bizzyline will restore the Service as soon as it reasonably can after suspension; or

(c) give the Customer instructions which it believes are necessary for reasons of health, safety or the quality of any service provided by Bizzyline to the Customer or any other customer.

3.7 Except for Software (if any) provided to the Customer by Bizzyline as part of the Service, the Customer is responsible for providing suitable software and telecommunications equipment and services necessary to access and use the Service. This Contract does not include the provision of telecommunications services necessary to connect to and use the Service.

3.8 The Customer is responsible for the acts and omissions of all Authorised Users in connection with the Service and is liable for any failure by any Authorised User to perform or observe the terms and conditions of this Contract, including any instructions issued under paragraph 3.5.

3.9 The Customer acknowledges that he or she is aware of the Code of Conduct and that the Code of Conduct has been made available for the protection and safety of the Customer and others using the Service. The Customer agrees to ensure that any Authorised Users are aware of and familiar with the Code of Conduct.

4. SECURITY

4.1 The Customer is responsible for the security and proper use of all information used in connection with the Service and must take all necessary steps to ensure that this is kept confidential, secure, used properly and not disclosed to unauthorised people.

4.2 The Customer must immediately inform Bizzyline if there is any reason to believe that information has or is likely to become known to someone not authorised to use it or is being or is likely to be used in an unauthorised way.

4.3 Bizzyline reserves the right to suspend access to the Service if at any time Bizzyline considers that there is or is likely to be a breach of security.

4.4 Bizzyline reserves the right (at its sole discretion) to require the Customer to change information used by the Customer in connection with the Service.

4.5 The Customer must immediately inform Bizzyline of any changes to the information the Customer supplied when registering for the Service.

5. USE OF THE SERVICE

5.1 The Service is provided solely for the Customer's own use (including use by Authorised Users) and the Customer will not sell or attempt to sell the Service (or any part or facility of it) to any third party.

5.2 The Service may be used by individuals who are at least 18 years of age or by minors who have the permission of a parent or responsible adult to use the Service.

5.3 The Customer is solely responsible for evaluating any goods (including software) or services offered by third parties via the Service. Bizzyline will not be a party to or in any way responsible for any transactions between the Customer and third parties.

5.4 The Service must not be used by the Customer or any Authorised User in a way that does not comply with:

(a) the terms of any legislation or any licence applicable to the Customer or that is in any way unlawful;

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(b) any instructions given by Bizzyline under paragraph 3.5(c); *or*

(c) the Code of Conduct.

5.5 The Service must not be used by the Customer or any Authorised User:

(a) fraudulently, in connection with a criminal offence, or otherwise unlawfully;

(b) to send, receive, upload, download, use or re-use any information or material which is offensive, abusive, indecent, defamatory, obscene or menacing, or in breach of confidence, copyright, privacy or any other rights;

(c) to cause annoyance, inconvenience or needless anxiety;

(d) to send or provide unsolicited advertising or promotional material or to receive responses to any unsolicited advertising or promotional material sent or provided using the Service by any third party; *or*

(e) other than in accordance with the acceptable use policies of any connected networks.

5.6 If the Customer, an Authorised User or anyone else, with or without the Customer's knowledge or approval, uses the Service in contravention of paragraphs 5.1, 5.2, 5.3, 5.4 or 5.5. Bizzyline may treat the contravention as a material breach of this Contract which cannot be remedied for the purposes of paragraph 10.

5.7 The Customer must indemnify Bizzyline against any claims or legal proceedings which are brought or threatened against Bizzyline by a third party because:

(a) the Service is used in breach of the provisions of this paragraph 5; *or*

(b) the Service is faulty or cannot be used by that third party.

Bizzyline will notify the Customer of any such claims or proceedings and keep the Customer informed as to the progress of such claims or proceedings.

6. CONFIDENTIALITY

6.1 Bizzyline will keep in confidence any information provided to it by the Customer when registering for the Service or otherwise under this Contract and will not disclose that information to any person (other than its employees, contractors, or professional advisers, or the employees or contractors of a Bizzyline Group Company who need to know the information) without the Customer's consent.

6.2 This paragraph 6 will not apply to:

(a) any information which has been published other than through a breach of this Contract;

(b) information lawfully in the possession of the recipient before the disclosure under this Contract took place;

(c) information obtained from a third party who is free to disclose it;

(d) information which a party is requested to disclose and if it did not could be required by law to do so; *or*

(e) information which has been reduced by Bizzyline to anonymous, non-personal form before disclosure.

6.3 This paragraph 6 will remain in effect for 2 years after the termination of this Contract.

7. LIMITATION OF LIABILITY

7.1 Bizzyline accepts unlimited liability for death or personal injury resulting from its negligence and paragraphs 7.2 and 7.3 do not apply to such liability.

7.2 Bizzyline is not liable to the Customer, either in contract, tort (including negligence) or otherwise for direct or indirect loss of profits, business or antici-pated savings, nor for any indirect or consequential loss or damage or for any destruction of data.

7.3 Bizzyline's liability to the Customer in contract, tort (including negligence) or otherwise in relation to this Contract is limited to £1,000 for any one incident or series of related incidents and to £2,000 for all inci-dents in any period of 12 months.

7.4 Bizzyline excludes all liability of any kind in respect of any material which can be accessed using the Service and is not responsible in any way for any goods (including software) or services provided by third parties advertised, sold or otherwise made available by means of the Service.

7.5 Bizzyline is not liable to the Customer either in contract, tort (including negligence) or otherwise for the acts or omissions of other providers of telecom-munications or services or for faults in or failures of their equipment.

7.6 Each provision of this Contract, excluding or limiting liability, operates separately. If any part is held by a court to be unreasonable or inapplicable, the other parts shall continue to apply.

8. MATTERS BEYOND REASONABLE CONTROL

If Bizzyline is unable to perform any obligation under this Contract because of a matter beyond its reason-able control such as lightning, flood, except-ionally severe weather, fire, explosion, war, civil disorder, industrial disputes (whether or not involving its employees), or acts of local or central Government or other competent authorities, or events beyond the reasonable control of its suppliers, it will have no liability for that failure to perform.

9. TERMINATION OF THIS CONTRACT BY NOTICE

Either party may terminate this Contract on 14 days' notice to the other, without prejudice to any rights that may have accrued before termination. Upon termination (for whatever reason), Bizzyline may re-allocate any information associated with the terminated Service.

10. BREACHES OF THIS CONTRACT

10.1 Either party may terminate this Contract or the provision of Service under it without notice if the other:

(a) commits a material breach of this Contract, which is capable of remedy, and fails to remedy the breach within a reasonable time of a written notice to do so;

(b) commits a material breach of this Contract which cannot be remedied; *or*

(c) is repeatedly in breach of this Contract.

10.2 If any of the events detailed in paragraph 11.1 occur because of the Customer or an Authorised User,

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Bizzyline may suspend the Service without prejudice to its right to terminate this Contract. At its sole discretion, Bizzyline reserves the right to suspend or terminate any Authorised User's use of the Service as an alternative remedy to immediate suspension or termination of the Contract.

This remedy is without prejudice to Bizzyline's right subsequently to suspend or terminate the Contract. Bizzyline may refuse to restore Service which has been suspended under this paragraph until it has received assurances satisfactory to Bizzyline that the breach has been remedied and will not be repeated.

10.3 Termination under this paragraph is without prejudice to any rights that may have accrued before termination.

10.4 If either party delays in acting upon a breach of this Contract that delay will not be regarded as a waiver of that breach. If either party waives a breach of this Contract that waiver is limited to that particular breach.

10.5 Upon termination (for whatever reason), Bizzyline may re-allocate any information associated with the terminated Service.

11. CHANGES TO THIS CONTRACT

Bizzyline can change the Conditions of this Contract at any time on 14 days' notice to the Customer.

12. ASSIGNMENT

Neither party may assign or transfer any of its rights or obligations under this Contract, without the written consent of the other, except that Bizzyline may assign its rights or obligations (or both) to a Bizzyline Group Company without consent.

13. ENTIRE AGREEMENT

This Contract contains the whole agreement between the parties and supersedes all previous written or oral agreements relating to its subject matter.

14. NOTICES

Notices given under this Contract may be delivered on-line, in writing or by SMS message; notices will be deemed effective on the date of publication, or otherwise as notified to the Customer by Bizzyline. A notice from Bizzyline which is sent by SMS to the Customer's SMS mailbox will be deemed effective 3 days after the date it is sent. A notice from the Customer to Bizzyline will be deemed effective when received by Bizzyline at the address on these Terms and Conditions.

15. DATA PROTECTION CONSENT

By accepting the terms and conditions of this Contract, the Customer grants Bizzyline and its agents processing data on Bizzyline's behalf, permission, in accordance with the Data Protection Acts 1984 and 1998, to send the Customer unsolicited advertising and promotional material pertaining to other Bizzyline products and services and to third-party products and services selected by Bizzyline. The Customer may revoke permission to Bizzyline and its agents to send the Customer unsolicited advertising and promotional material pertaining either to other Bizzyline products and services or to third party products and services, or both, by writing to us at the address on these Terms and Conditions.

16. LAW

This Contract is governed by the law of England and Wales.

17. HELPLINE

If you have any questions relating to these Terms & Conditions, please call **0906 302 0069** (calls are charged at 50p per minute and the helpdesk is open from 9.00am–7.00pm (Monday to Friday) and 9.30am–5.30pm (Saturday).

CODE OF CONDUCT

How should I behave when I use the Bizzyline SMS Service?

Here are a few guidelines for you to consider when you're using SMS, which like any Service, can allow strangers to meet and chat anonymously.

Remotely, people may not be who they say they are.

You could be putting yourself at risk if you arrange to meet someone you've met through the SMS service. If you do agree to meet someone, never go alone, always meet in a public place. Never go in the other person's car, and do tell a friend where you're going and, just as importantly, when you'll be back.

Don't give out your name, address, or telephone number or ask anyone else for this information via SMS.

Please don't intimidate others on the SMS service by sending abusive, menacing or obscene messages – you will be in breach of the Conditions for Bizzyline if you do.

Visit us at www.bt.com

Offices worldwide